

## Friends and Family Test – March 2017

### Hand Written Cards

OPTIONS	TOTAL
Extremely Likely	10
Likely	2
Neither Likely or Unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

### Text Messages

OPTIONS	TOTAL
Extremely Likely	61
Likely	7
Neither Likely or Unlikely	2
Unlikely	2
Extremely Unlikely	5
Don't Know	1

### Comments

Well satisfied
Very helpful friendly receptionist, understanding doctor
Dr Duru is a good doctor
Very good
I have always received good service and advice and referral to appropriate services
Good friendly service

**Welcoming**

**I feel that the practice is very good everyone is very helpful and do what they can to help you in the best way**

**Because it is good**

**Always very happy with doctor and all staff**